

## CFABI4

### Provide and maintain the materials needed to deliver business information



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#### Overview

This is about monitoring, obtaining and improving the materials needed to provide an up-to-date business information service. The materials may include paper-based reference materials such as books, periodicals, leaflets as well as multi-media materials, such as web-pages, DVD and CD ROMs.

This unit is imported and tailored from Ento's National Occupational Standards for Advice and Guidance unit *AG 21 Provide and maintain information materials for use in the service*.

# CFABI4

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### Performance criteria

- You must be able to:*
- P1 review the information materials currently used by the service and its clients
  - P2 identify clearly the way the information materials are used
  - P3 consult with all relevant sources on the effectiveness of the information materials currently used
  - P4 explore the future requirements for information materials
  - P5 identify any trends or developments in the dissemination of information materials
  - P6 identify the resources available for obtaining the information materials
  - P7 specify clearly the information materials that should be obtained
  - P8 determine suitable methods to obtain the information materials
  - P9 comply with procedures for accessing and obtaining information materials
  - P10 agree realistic time scales and resources for obtaining the information materials
  - P11 obtain suitable information materials that contribute to the service
  - P12 identify any problems with obtaining the information materials
  - P13 record and store the information materials in the appropriate systems
  - P14 maintain sufficient sources of freely available information materials to meet the requirements of clients
  - P15 protect information sources effectively from damage and inappropriate use or alteration
  - P16 identify any aspects of the information materials that could be improved
  - P17 assess the overall effectiveness of the information materials against the agreed evaluation criteria
  - P18 identify the most appropriate methods for improving the information materials
  - P19 identify the resources required to implement the improvements
  - P20 present a clear rationale for the improvements and support it with suitable evidence
  - P21 consult with all relevant people on the improvements
  - P22 record the results of the consultation in the appropriate systems
  - P23 ensure the information materials and any proposed improvements comply with legislation, codes of practice, guidelines, and ethical requirements

# CFABI4

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### Knowledge and understanding

*You need to know and understand:*

#### **Identify the requirements for information materials in the service**

- K1 what types of information materials are used
- K2 which aspects of the service they cover
- K3 who the clients are who use information materials
- K4 what format the information materials are in
- K5 how many people use the information materials
- K6 who can provide information on the use of the information materials
- K7 which potential clients would use the information materials
- K8 what the potential future requirements of the information materials might be
- K9 what the seasonal or other variations in demand for information materials might be
- K10 who can provide information on future requirements
- K11 what types of trends or developments might occur
- K12 how to assess the impact of information and communication technologies
- K13 which resources might be available
- K14 what the constraints of the resources are
- K15 who requires information on the information materials being obtained

#### **Obtain information materials for use in the service**

- K16 what methods could be available for obtaining information materials
- K17 what the organisational guidelines and procedures are for accessing and obtaining information materials
- K18 which factors might affect the time scales for obtaining information materials
- K19 which resources are required for obtaining information materials
- K20 how to assess the information materials' contribution to the service
- K21 what types of problem could occur, what actions can be taken to address them, why it is important to address problems and the implications are of not addressing them
- K22 what the systems for recording and storing information materials are, the procedures for using these and why it is important to use the systems

#### **Maintain and improve the use of information materials in the service**

- K23 how often the information materials/ sources should be updated
- K24 who should be involved in reviewing the information materials and sources
- K25 how to protect different types and formats of information materials and sources
- K26 the potential types of damage which could occur to information materials

## CFABI4

### Provide and maintain the materials needed to deliver business information

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- K27 how information sources could be inappropriately used or altered
- K28 what information can be collected on the effectiveness of the information materials
- K29 which aspects of the information materials have the potential to be improved
- K30 the effectiveness of the information materials
- K31 what the evaluation criteria are for the effectiveness of the information materials and sources
- K32 how to improve different types of information materials
- K33 what types of improvement could be suggested
- K34 which resources are required to implement different types of improvement
- K35 why it is important to provide a clear rationale for improvements
- K36 what types of evidence may be necessary to support the rationale for improvements
- K37 who should be consulted on improvements to information materials
- K38 what the systems are for recording evaluations, the procedures relating to the use of these and why is it important to use the systems

#### **Comply with legislation and guidance**

- K39 the relevant national, local, professional, and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection
- K40 why it is important to comply with different requirements
- K41 what the consequences are of not complying with different requirements
- K42 how to obtain information on the requirements

## CFABI4

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### Additional Information

#### Links to other NOS

There are other NOS suites which you may want to refer to if you would like to develop your knowledge and abilities to a greater depth in certain topics covered by the Business Information standards. Those in a supervisory role may wish to refer to the Managements Standards Centre Management and Leadership unit:

1. E8. Manage physical resources

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**Relevant occupations** Business, Administration and Law; Managers and Senior Officials

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**Suite** Business Information

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